



Consolidated Technology Services • WA

Service Announcement

June 19, 2015

TO: Telecommunications Coordinators

FROM: Eric Talberg, Manager
CTS Telephone Services

SUBJECT: Caller ID on Incoming calls to Olympia Campus PBX

General: CTS is in the process of moving from the old data center in OB2. As a result, we have installed new connections from the PBX to the public switched telephone network (PSTN) at the State Data Center. These new facilities will pass caller ID on incoming calls to customers of the CTS PBX telephone service. Many customers do not currently receive this information. It will now be included as part of the service.

Transition: Effective June 23rd we will be making this change to customers on the Olympia Campus 2 PBX, and on June 25th we will be changing the Olympia Campus 1 PBX to pass caller ID. Outbound local calls will not be affected because of this change.

There are no changes to existing PBX dialing plans. Users should continue to dial 9 plus the seven digits or ten digit local calls within their current local calling area. Five digit dialing on the PBX and to other local systems will still work.

If you encounter any issues related to this change please refer questions or problems to the CTS Service Desk at Servicedesk@cts.wa.gov or call 360-753-2454 or 888-241-7597

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